Achievement of Performance Pledges (1April 2003 to 31 March 2004)

(A) Enquiries

	Response time		
By telephone or in person	Immediate	Within 30 minutes	More than 30 minutes
	10,423 (100%)	0	0
In writing	Within 5 working days	Within 6-10 working days	More than 10 working days
	54 (100%)	0	0

Note: The above figures exclude enquiries on existing complaints.

(B) Complaints

	Response time		
Initial assessment and acknowledgement*	Within 5 working days (target: 80%)	Within 6-10 working days (target: 20%)	More than 10 working days
	1,167 (66.20%)	542 (30.74%)	54 (3.06%)

* Excluding potential complaints and cases outside jurisdiction or under restriction.

	Cases outside jurisdiction or under restriction			Other cases		
Cases concluded	Within 10 working days (target: 70%)	Within 11-15 working days (target: 30%)	More than 15 working days	Less than 3 months (target: 60%)	Within 3-6 months (target: 40%)	More than 6 months
	783 (71.51%)	242 (22.10%)	70 (6.39%)	1,253 (51.08%)	1,122 (45.74%)	78 (3.18%)

(C) Group visits and talks

	Response time	
Requests for guided group visits	Within 5 working days	More than 5 working days
	41 (100%)	0
Requests for outreach talks	Within 10 working days	More than 10 working days
	5 (100%)	0